

Catharsis Business Continuity Statement, Policy and Approach

Incidents

Incidents can arise at any time and come in a variety of forms; they could involve internal systems such as fraud and computer failure or external forces such as adverse weather, floods, fire, etc.

The Catharsis approach is to plan for contract compliance and business continuity proportionate to the level of assessed risk. Catharsis is fully committed to its clients and contractors and wishes to ensure an effective and efficient service is always readily available.

Two phased pragmatic approach to Continuity if an incident takes place

Phase One

Initial incident / circumstances assessed against immediate business needs, managed by the Catharsis Senior Leadership team, including Clinical Leads, and solutions sought.

Phase Two

Long term nature of incident assessed - short, medium and long term plan put in place by Managing Director, or other SLT staff, to ensure continuity of business delivery and contractual alignment. Risk assessment reviewed where needed.

The Catharsis approach to Business Continuity involves an ongoing process of planning, which takes into consideration any relevant changes that may impact on our business viability. We are clear that our main priority is to ensure our service delivery remains intact and is delivered to the high quality our clients have become used to expect.

This includes our risk management; systems back up, daily service provision and management processes such as supervision and quality assurance processes.

1. We manage our services locally with regular support from internal resources. All our delivery is carried out by fully qualified, experienced and competent staff; in the event of an incident each individual delivery unit could be covered by other therapist with similar skills.

We have an ongoing log of concerns which address the 'what ifs' of business continuity. Our pragmatic approach allows us to measure the likelihood and determine any potential business risk as well as plan for these risks.

2. Planning processes within our organization are the responsibility of the Managing Director. The SLT hold a business continuity plan which considers a number of key points including:

- Critical staff – who we need to ensure operational delivery.
- Critical functions – what functions we need to ensure operational delivery.
- Communication and Consultation processes and alternatives if systems are not functioning – inform staff, clients, and all relevant stakeholders who may be affected.
- Documents of key importance and consequence of damage, theft or destruction.
- Quality Control systems and integrity – all continuity planning reviewed by the Managing Director / SLT post incident.

Likely incidents that may present business risk

Business Continuity Planning at Catharsis includes consideration of potential disasters including Fire, Power supply interruptions, malicious damage, Flu Pandemics and long-term sickness.

In the event of a disaster of any kind the Managing Director (or relevant other from SLT) will co-ordinate activities and keep clear and precise records of events. In the event of contractors not being able to carry out tasks due to death or illness, then other staff will be recruited and work redistributed.

Catharsis has a separate Fraud Prevention, Anti-Bribery and Corruption Policy, which has been prepared in order to ensure that all Catharsis workers understand their personal duty and obligations in ensuring that neither they, nor the Company, may legitimately face charges or allegations of malpractice or corruption in their business dealings and/or expose the company or themselves to financial liabilities.

Review

Implementation / Review date	Reviewers
August 2025	Hannah Robertson
Next Review date	Keren Adler
August 2026	